

About us

Our agency and staff

Headquartered in downtown Seattle, King County's Wastewater Treatment Division has been committed to protecting and improving water quality for more than 40 years. The agency employs about 600 people who plan, design, build and operate treatment facilities.

Our employees also enforce regulations to reduce harmful waste discharged to the system, and we educate the public and businesses on ways to protect water quality.

To our agency, success means clean water. It means honoring our legacy while keeping a promise to another generation that our beautiful environment will be there for them to enjoy.

It also means being accountable to our ratepayers and operating a well-managed agency.

Productivity initiative

In 2000, the Wastewater Treatment Division implemented its Productivity Initiative Program, which is modeled on the business practices in private industry. Its goal: to make the division the most efficient publicly operated treatment system in the nation while maintaining a high level of service.

The King County Council and Executive allow the division flexibility to run its business in exchange for meeting established productivity goals and business targets.

Since 2000, the Productivity Initiative has saved ratepayers about \$42.8 million.

Balanced scorecard

As part of the Productivity Initiative, we've been using a Balanced Scorecard system to measure performance since 2001.

The Balanced Scorecard sets objectives and measures from four different perspectives that are intended to work together – to create a “balanced” set of measures to ensure efficiency/productivity efforts don't jeopardize the division mission of protecting public health and the environment, and maintaining customer service.



Investing in employees by providing relevant training, proper equipment, access to technology and career advancement opportunities pays off by helping our division maintain a highly skilled, competent workforce.

